

Update

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Content Management Operations

Current Class

Manager (Zone 2)

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

The following duties have been added:

- Advance the modernization of retention practices by leading the Alberta Records Management Committee (ARMC) Secretariat, as they support departments and Agencies, Boards and Commissions (ABC's) regarding policy and retention schedule compliance. Ensure standardization of schedule processes, and that retention systems apply broadly across government operations, reducing administrative burden and technology debt.
- Utilize AI-driven solutions to identify and implement automation opportunities in the manual process of aligning retention schedules with business workflows.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Content Management Operations (CMO), this position provides strategic leadership to the team responsible for the maintenance of Functional Classification Taxonomy (FCT) term store, and the implementation of retention labels in M365 (records management for Purview), enabling the efficient, compliant, and secure disposition of electronic government records. This work is essential to ensuring alignment with legislative and regulatory frameworks, while also advancing organizational efficiency, mitigating compliance risks, and promoting a culture of excellence in records and information management across the Government of Alberta (GoA).

As part of the GoA's digital transformation, this role plays a pivotal part in integrating artificial intelligence (AI) into content management practices. By leveraging AI technologies, such as semantic content analysis, predictive analytics, and intelligent automation the Manager enhances the accuracy, scalability, and responsiveness of content management strategies. This includes modernizing manual processes, improving data-driven decision-making, and supporting the implementation of functional retention labels and disposition processes within Microsoft 365 SharePoint Online.

The Manager of Content Management Operations plays an essential role in leading and coordinating efforts across multiple enterprise initiatives, including the Alberta Records Management Committee (ARMC) Secretariat. The committee is responsible for approving retention schedules, and provides direction and oversight on records management programs across the GoA, endorses IMT policy instruments and ensures GoA compliance with the Records Management Regulation.

This position requires close collaboration with internal and external stakeholders, policy teams, and other technical teams to ensure alignment with legislative frameworks and the seamless integration of retention practices into digital platforms as this team provides advice and consultation on content management.

In addition to providing operational leadership, the Manager is responsible for the development, evaluation, and continuous improvement of administrative policies and processes that support the strategic and operational needs of the unit, branch, and division. This includes ensuring alignment with government-wide records and information management standards, and maintaining compliance with legislative and regulatory frameworks, keeping the services within Service Now up to date.

This position assists the Director in responding to specific projects that are considered beyond regular operations as required.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Responsibilities include:

Content Management Operations

This outcome is achieved by:

- **Technical implementation of retention in M365 (SharePoint Online)**

Lead technical teams to implement retention labels in M365, ensuring labels are applied accurately and consistently across digital content repositories in alignment with legislative and operational requirements. Maintain the FCT Term store, the M365 Purview administration, for retention labels, and work with Records and Storage on development of disposition workflows and reporting. Provide advice and consultation on content management to internal or external clients, as required. When appropriate, use AI tools to help organize content, spot patterns in how records are used, create reporting and leverage AI to spot trends and

align to legal requirements.

- **Managing ARMC Secretariat**

Provide advice and consultation for departments, ABC's, and coordinate approvals and timelines in collaboration with the Retention Schedule Manager and the Alberta Records Management Committee (ARMC), ensuring schedules are accurate, timely, and aligned with enterprise content strategies. Provide advice and consultation on minor or major amendments and IMT policy for departments or ABC's and provide first tier support for the Retention Scheduling System (RSS) for departments and ABC's.

- **Cross-Functional Coordination and Review**

Facilitate effective coordination across Information Management (IM) teams, Policy, and the technical teams to support the consistent development and implementation of retention schedules. Where appropriate, AI-enabled tools may be used to enhance document routing, version control, and semantic analysis, helping to streamline workflows and ensure alignment with compliance standards. Human oversight remains essential to validate outputs, resolve complex issues, and maintain strategic alignment across stakeholders.

- **Issue Management and Resolution**

Monitor content management related issues through regular analysis and reporting to identify trends, risks, and areas requiring attention. Extract and review relevant information from documentation and data sources to support timely, informed decision-making. Apply sound judgment and strategic insight to recommend proactive actions that ensure alignment with retention policies and organizational priorities.

- **Project Integration and Delegation**

Coordinate initiatives in alignment with Retention Schedules, Content Inventories (CI) and Functional Classification Taxonomy (FCT) projects. Apply project management best practices to ensure effective planning, execution, and integration across teams. Use data-informed approaches to assess resource needs, forecast workloads, and delegate tasks efficiently to support timely and successful project delivery.

- **Continuous Improvement and Process Optimization with AI**

Leverage AI to identify inefficiencies in team processes, recommend improvements, and automate routine tasks. Machine learning models can be used to refine workflows based on performance data and user feedback.

- **Performance Measurement and KPIs**

Implement dashboards and reporting tools to monitor key performance indicators (KPIs), such as retention schedule implementation, compliance with FCT and the disposition reporting. Use data visualization techniques and trend analysis to support strategic planning, inform decision-making, and ensure accountability in meeting organizational goals.

- **Team Management and Operational Oversight**

Monitor team performance and ensure balanced workload distribution through regular tracking of project assignments, timelines, and deliverables through Service Now reporting. Support human resource functions such as scheduling, performance reviews, and feedback processes by applying structured management practices and tools. Coordinate meeting logistics and respond to information requests efficiently, ensuring timely communication and effective team engagement.

- **Enterprise Collaboration and Communication**

Facilitate effective collaboration with the Enterprise Content Management (ECM) Branch by using structured communication tools and platforms that support real-time issue tracking, documentation sharing, and solution development. Ensure timely and consistent engagement across teams to address challenges, align on priorities, and support the successful implementation of retention schedules and related initiatives.

- **Training and Advisory Services**

Develop and deliver AI-supported training modules that adapt to user learning styles and provide

interactive guidance for implementing functional schedules in SharePoint Online (SPO). Use chatbots and virtual assistants to provide on-demand advisory support.

- **Compliance Monitoring and Reporting**

Consolidate and analyze compliance data to support the development of dynamic dashboards that track key performance indicators and highlight progress toward retention implementation goals. Establish efficient reporting cycles and incorporate real-time monitoring tools to ensure timely, accurate insights are available to leadership for strategic decision-making.

- **Process Standardization and Service Optimization**

Support the transition of schedule requests to ServiceNow by implementing structured workflows that enable efficient ticket routing, timely responses, and streamlined task management. Collaborate with relevant teams to ensure the system configuration supports operational needs and enhances service delivery across the branch.

- **Schedule Reporting and IT Collaboration**

Lead comprehensive reviews of content management reporting processes to identify gaps, inefficiencies, and opportunities for enhancement. Collaborate with technical teams to evaluate and implement new IT solutions that support retention implementation and contribute to the Government of Alberta's broader digital transformation goals. Ensure that new systems and tools align with operational requirements and improve the accuracy, consistency, and accessibility of schedule-related data.

Team Leadership and Operational Alignment

The team achieves its business objectives in alignment with unit, branch, and departmental priorities, while fostering a collaborative and high-performing work environment. This outcome is supported through the following key activities:

- **Strategic Planning**

Develop and implement operational plans that reflect branch strategies and departmental goals, ensuring clarity of purpose and measurable outcomes.

- **Governance and Compliance**

Establish performance targets and support business processes to ensure staff compliance with legislation, policy, and best practices related to retention schedule management.

- **Performance Measurement**

Develop and maintain metrics to assess the ECM Branch's progress in meeting departmental commitments for retention schedule implementation.

- **Workload Management**

Monitor and track staff workloads, including project volumes and timelines, to ensure balanced resource allocation and timely delivery.

- **Data Analysis and Reporting**

Identify opportunities to improve departmental data analytics and enhance the accuracy and timeliness of reporting. Where appropriate, use digital tools to support on-time and on-budget performance tracking.

- **Operational Monitoring**

Track and report on performance measures outlined in the Operational Plan, ensuring alignment with ministry and Government of Alberta frameworks.

- **Team Development and Culture Building**

Provide coaching and mentorship to staff, fostering a culture of innovation, client service excellence, and continuous improvement.

- **Strategic Thinking and Integration**

Promote holistic and forward-looking thinking about team functions and their impact on current and future ministry priorities and operations.

- **Client Service Excellence**

Support the standardization and delivery of high-quality client services across the team, ensuring responsiveness and consistency.

- **Quality Assurance and Executive Support**

Review and approve reports, briefing notes, and other communications prior to submission to the Director, ensuring accuracy, clarity, and strategic alignment.

Leadership and Strategic Collaboration

The Manager provides leadership to the Content Management team, ensuring alignment with ministry and Government of Alberta priorities, as well as responsiveness to stakeholder needs. This outcome is achieved through the following key responsibilities:

- Offering strategic advice and recommendations to the Director and executive leadership to inform decision-making and shape organizational responses.
- Participating in unit-level planning and reporting activities to ensure alignment with broader branch objectives.
- Collaborating with other unit leaders to promote information sharing, integrate reporting, and maintain a cohesive approach to content management initiatives.
- Representing the branch and ministry perspectives on compliance and governance-related working groups and committees.
- Working collaboratively with other units within the Data and Content Management (DCM) Division to identify synergies, drive improvements through AI improvements and support integrated service delivery.
- Serving as Acting Director when required, ensuring continuity of leadership and decision-making.

Problem Solving

Typical problems solved:

The Manager is responsible for leading the Content Management team in a dynamic and complex environment, where strong organizational and planning skills are essential to manage competing priorities, shifting demands, and time-sensitive challenges. The role requires agility in responding to emerging and ongoing issues related to the life cycle management of content, including the integration of AI-enabled solutions where appropriate.

Typical challenges include:

- Navigating competing priorities across ministries and stakeholders.
- Addressing inconsistencies in retention schedule practices and interpretations.
- Managing complex or contentious issues under tight timelines.
- Ensuring compliance with legislation, policy, and enterprise content management (ECM) standards.
- Supporting change management and adoption of new technologies, including AI.

To address these challenges, the Manager:

- Leads the development of a consistent and coordinated approach to implementing retention schedules, including those enhanced by AI capabilities.
- Ensures recommendations are grounded in robust evidence and that decision-making processes are fair, transparent, and objective.
- Initiates AI strategies to support proactive issue identification, improve data analysis, and streamline decision-making.
- Applies sound judgment to increase awareness of AI-related requirements and foster adoption of best practices across teams.

Effective issue resolution requires a collaborative approach and a deep understanding of the complex relationships between Information Management (IM) teams and stakeholders. The Manager balances recommendations to avoid unnecessary delays while maintaining compliance with ECM policies. Success in this role demands diplomacy, political sensitivity, risk assessment, technical acumen and a strong focus on client service excellence.

Operating within the framework of ministry and government policies, procedures, and legislation, the Manager exercises a high degree of independence and decision-making authority. The role requires initiative, critical thinking, and strategic foresight to manage diverse and complex issues. The Manager also fosters a team-oriented culture, builds strong relationships across the division and with other departments, and promotes inclusive and collaborative approaches to content management.

Types of guidance available for problem solving:

Problem-solving guidance is supported through the broader DCM networks, including access to Subject Matter Experts (SMEs), established standards, performance metrics, formal directives, and applicable legislation. Effective issue resolution related to the implementation and application of retention schedules requires sound judgment, critical analysis, evaluative thinking, and consideration of AI-driven solutions. Direction is also provided by the Director, who sets expectations, prioritizes outcomes, and supports the resolution of complex challenges.

This role is responsible for ensuring that retention labels management are implemented in M365 Purview, in alignment with legislation and policy governing the management of recorded information under the custody or control of the Government of Alberta (GoA). This responsibility is particularly complex given the evolving landscape of electronic information management within M365. The position must also account for the implications of security, privacy, and access legislation when designing or implementing record management within information systems. Success in this role depends on the ability to influence stakeholders and promote compliance with policies and standards, rather than relying on direct supervisory authority. A strong understanding of records systems and their integration within broader information management frameworks is essential. Including a thorough understanding of the ARMC Secretariat and how it supports the ECM branch and IM Initiatives by providing advice and guidance to departments and ABCs.

Direct or indirect impacts of decisions:

Failure to implement retention schedules within SPO in a timely manner exposes the Government of Alberta (GoA) to significant risks, including data security vulnerabilities due to over-retention, non-compliance with ARMC, legislative requirements, and potential operational disruptions. To enable automated classification and retention within M365, this transition requires efficient coordination, process redesign, and the adoption of AI-compatible automation strategies for managing electronic records.

This position leads and oversees this critical work, contributing directly to both strategic planning and operational execution within the unit. These contributions influence branch and divisional priorities and have broader implications for cross-departmental operations and service delivery. The impact is substantial, with the overarching goal of ensuring secure, efficient, and timely access to government information—supporting the effective management of services for all Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

Director - daily, provide advice on or respond to issues; provide updates; raise awareness of strategic opportunities and significant threats; support the director's work on broader branch initiatives that connect to the team.

Staff - daily, lead operational planning, lead meetings, manage team operations; guide and foster professional development and a positive team culture; work with staff to resolve complex issues, lead one on one's and performance management. Lead HR work for the team including issues, hiring, 1GX issues, etc.

Project teams and managers - as required, develop effective working relationships; lead training and awareness; address issues; present information for continuous improvement.

Other branches/units (e.g., IMP, FCT, CCS) - as required, collaborate on fostering a sound end-to-end process for implementation of functional schedules.

Offices of the Assistant Deputy Minister, Deputy Minister, and the Minister, as required, respond to queries related to branch functions; provide briefings or presentations (verbal or written).

Peers in other jurisdictions, as required, liaise and share information; collaborate on initiatives.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Public Administration

2nd Major/Minor if applicable

Other

Designation

Project Mgmt

If other, specify:

Library Science; Certified Records Manager (CRM); Certified Information Practitioner (CIP)

Job-specific experience, technical competencies, certification and/or training:

The position requires three to five years of progressive experience, demonstrating extensive and comprehensive knowledge in the following areas:

- **Records and Information Management (RIM):** Deep understanding of the records management life cycle within SharePoint Online (SPO), including the strategic role of retention schedules in governing and managing organizational information.
- **Enterprise Content Services:** Familiarity with the scope of services provided by the Content Management Unit and the Enterprise Content Management branch, including their operational frameworks and service delivery models.
- **Legislative and Policy Analysis:** Proven experience in interpreting and applying legislation, regulations, and internal policies related to records retention and schedule development and the support provided by ARMC Secretariat.
- **Stakeholder Engagement:** Insight into the stakeholder landscape impacted by divisional priorities and initiatives, with the ability to navigate and influence across diverse groups.
- **Human Resources Knowledge (GoA context):** Working knowledge of Government of Alberta HR systems and practices, including performance management frameworks and the 1GX platform.
- **Collaborative Leadership:** Demonstrated ability to foster collaboration across information management teams, promoting alignment, shared goals, and continuous improvement.

The position also requires strong and demonstrated competencies in the following areas, with a particular emphasis on integrating AI-driven approaches to modernize scheduling practices:

- **Leadership and Strategic Thinking:** Proven ability to influence and advise senior management,

program leaders, stakeholders, and staff through strategic insight and informed decision-making.

- **AI Innovation and Solution Development:** Ability to conceptualize and implement creative AI-based solutions to address complex challenges for improving processes related to information governance.
- **Consultation and Conflict Resolution:** Advanced skills in stakeholder consultation, negotiation, risk management and conflict resolution to navigate multifaceted issues involving diverse perspectives, priorities, and expectations.
- **Cross-functional Collaboration:** Strong collaboration skills to work effectively with Information Management teams on the interoperability of schedules, inventories, classification and ARMC.
- **Critical Analysis and Strategic Problem Solving:** Ability to assess complex issues critically, understanding risk and recommend viable, forward-thinking solutions aligned with organizational goals.
- **Relationship Management:** Expertise in building and sustaining strategic partnerships across the branch, division, ministry, and broader Government of Alberta (GoA) environment.
- **Professional Judgment and Facilitation:** Sound judgment and decision-making capabilities, with experience representing divisional interests in varied and often high-stakes contexts.
- **Analytical and Conceptual Thinking:** Strong analytical skills to evaluate risks, synthesize information, and formulate recommendations that support ministry and government-wide strategic objectives.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Ensure work on retention implementation is completed in alignment with and according to the timeline of functional schedules.</p> <p>Collaborates with all areas of the ECM Branch to ensure delivery of content management services, leveraging AI solutions, to meet clients' needs and support the vision of information being born digital and being managed digitally.</p>
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives 	<p>Plans and leads initiatives to improve and develop content management services, including activities to:</p> <ul style="list-style-type: none"> - Enhance service process efficiency, quality and effectiveness through adoption of AI - Align services to new Service Now RITM's and

		<ul style="list-style-type: none"> • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	develop compliance metrics and reporting. -Collaboration with other technical and IM teams to align all aspects of lifecycle management.
Build Collaborative Environments	○ ● ○ ○ ○	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	- Liaises with staff across the unit, branch and division, as well as with partners and stakeholders to leverage knowledge and expertise to inform project and program initiatives and build better compliance and reporting. - Celebrates with team on all accomplishments, small or large.
Creative Problem Solving	○ ● ○ ○ ○	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	Supports a results-based, risk management approach by identifying and prioritizing emerging and potentially sensitive issues as well as identifying opportunities for improvement; initiating action in collaboration with senior staff to address issues; proposing solutions and/or recommendations consistent with ministry position, direction, AI implementation and goals as outlined in business plans; and communicating

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)